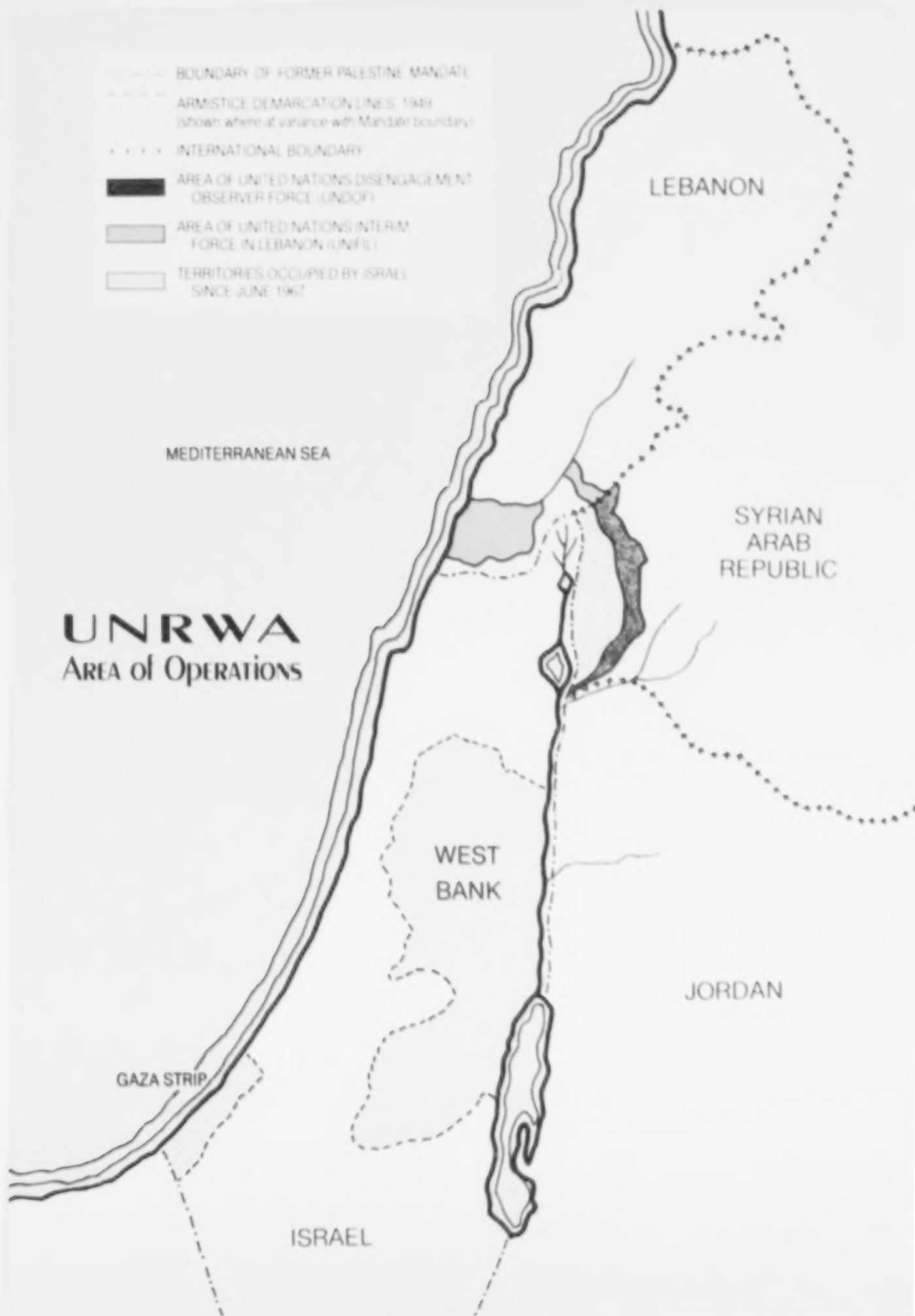


UNRWA

UNITED NATIONS RELIEF
AND WORKS AGENCY FOR
PALESTINE REFUGEES
IN THE NEAR EAST



1992/93





Preface

6 October 1993

Since this report covers the period 1 July 1992 - 30 June 1993, I thought it necessary to add, for the first time, a preface on the historical events which have taken place after the end of the reporting period but which should obviously be borne in mind in reading this year's annual report.

The exchange of letters on recognition and the signing of the Declaration of Principles between the Palestine Liberation Organization and the Government of Israel mark a turning point in the region in general and in the West Bank and Gaza Strip in particular. I therefore hope that this report covers an era which is gone forever. The real significance of this report lies perhaps in the fact that it underscores how vital it was to reach such an agreement.

It is clear that the recent developments will have an impact on UNRWA's operations and programmes in different ways, especially in the initial period. There is no doubt that from now on the other programmes and specialized agencies of the United Nations system, and the World Bank, will have an important contribution to make to the economic and social development in the West Bank and the Gaza Strip and therefore towards political stability. Because of the scale of its presence in the area, its largely Palestinian staff and its historical experience, UNRWA will, I hope, be a major contributor to this combined effort. At the same time, the need for continued assistance to the Palestine refugees in Jordan, Lebanon and the Syrian Arab Republic should not be overlooked.

At this stage, I am heartened at the recognition by the Palestine Liberation Organization of the important role UNRWA has played in the lives of the Palestinian people, and am pleased at the strong support expressed by the PLO and the Palestinian people for the continuation of our operations in a manner adapted to the new circumstances.

I am also gratified at the good working relationship and spirit of understanding arrived at with the Israeli authorities, and look forward to the continuation of this relationship for the promotion of the economic and social advancement foreseen in the agreement between the PLO and the Government of Israel.

I am grateful to the donor countries for their spontaneous offers of financial support to enable UNRWA to meet the challenges in the initial phase of the emerging situation.

Ilter Turkmen
UNRWA Commissioner-General

Table of Contents

1	Preface
3	Introduction
6	Programme Developments
10	Jordan
12	Lebanon
14	Syrian Arab Republic
16	Occupied Territory - West Bank
18	Occupied Territory - Gaza Strip
20	Emergency Operations
22	Special Initiatives
24	Legal Matters
26	Financial Matters
28	List of Contributors

THE Middle East peace negotiations continued during the year without tangible success. Despite the lack of any breakthrough in the talks by the end of June, it was remarkable that all the parties continued in their support and dedication to the peace process. Unfortunately, the negotiations were not accompanied by any improvement in the political, economic and social conditions on the ground for thousands of Palestine refugees.

UNRWA: coping with conflict planning for change

The year began on an optimistic note following the election of a new government in Israel in June 1992 which announced its commitment to advancing the peace process. Yet the situation in the occupied territory deteriorated to unprecedented levels, culminating in the closure of the occupied territory at the end of March 1993.

In mid-December 1992 the Israeli Government deported over 400 Palestinians, including 16 UNRWA staff members, from the occupied territory to an area located just to the north of the Israeli-declared security zone in southern Lebanon.

Following the deportation, attacks by Palestinians against Israeli military personnel, settlers and civilians increased. In March 1993, 15 Israelis were killed in such attacks. At the end of March, the West Bank and Gaza were sealed from Israel. The closure continued through the end of June 1993 and was accompanied by severe security measures, including an intensified military presence in refugee camps and stepped up measures against Palestinians wanted by the security forces.

The closure cut off some 130,000 Palestinians from the approximately US \$2.75 million per day in wages they had previously earned in Israel. Jobs were also lost in the occupied territory. Unemployment rose to nearly 60 per cent in the Gaza Strip and to almost that level in the West Bank during April and May. However, by the end of June 1993, some 20,000 Palestinians from the West Bank and 15,000 from the Gaza Strip were allowed to return to work in Israel.

UNRWA Operations

FOLLOWING a needs assessment, UNRWA distributed its available stocks of flour and issued an emergency appeal for imported staples such as flour, rice and sugar for distribution initially to 39,000 families in the West Bank and 120,000 in the Gaza Strip.

The closure highlighted the importance of UNRWA's expenditure in the occupied territory. The Agency's regular and emergency budget for 1993 totals nearly US \$56 million for the West Bank and \$73 million for the Gaza Strip. An additional \$20.6 million for the West Bank and \$20.3 million in Gaza is being invested in projects under implementation. At a time of widespread job losses, the salaries paid by UNRWA to some 8,000 Palestinian staff in the occupied territory are a stabilizing force among refugees.

Total fatalities and injuries also rose during the 12 months ending on 30 June 1993, particularly among children. Security forces were responsible for the death of 80 Palestinians from the West Bank, including 8 children, and 120 persons from the Gaza Strip, among them 28 children. UNRWA protested the excessive use of force by the security forces, the high fatality rate among Palestinians, particularly among children, and the destruction and damage of Palestinian homes during searches for wanted persons.

Jordan hosts the largest number of Palestine refugees, nearly 1.1 million. UNRWA's presence in Jordan will be augmented in 1993 and 1994 by the decision to relocate operational units such as education, health, and relief and social services as well as the technical and audit offices to the Agency's headquarters branch in Amman.

In line with Government education reform in Jordan, UNRWA extended the basic education cycle in its schools to a tenth year. To cope with the almost 11,000 students who entered the tenth year, UNRWA recruited nearly 400 additional teachers. As part of the new education policy, the Government also raised the minimum qualification of teachers in the basic education cycle to the first university degree level. In line with this change, UNRWA will phase out its two-year teacher training course, replacing it with a four-year degree.

In Lebanon, the situation continued to improve following the election of a new government which put national reconciliation and reconstruction at the top of its agenda. However,

continuing clashes in southern Lebanon led to a number of deaths. Attacks against Israeli and South Lebanon Army positions were at times followed by reprisal raids by Israeli air forces, on occasion against targets in Palestine refugee camps.

As part of its effort to rebuild the country, the Government of Lebanon began to address the difficult problem of persons displaced during the years of conflict, including at least 6,000 Palestinian families. By June 1993, over 1,000 Palestinian families had been served with official eviction notices from the places where they were living so that the legal owners could reclaim the property. Despite re-programming some funds, the Agency did not have enough cash to rehouse more than a small number of families.

UNRWA's operations in the Syrian Arab Republic continued to function well, with no major problems. The Agency remains concerned about the state of housing stock in some camps as well as its schools in Syria. Many schools have not been upgraded in over 30 years. Examples of the effective co-operation between UNRWA and the Government include health, where the Agency worked with the Ministry of Health in programmes for the treatment of diabetes mellitus, surveillance of the expanded programme on immunization target diseases and family planning services.

At the end of June 1993, 2.8 million Palestine refugees were living in the Agency's five fields, with access to UNRWA schools and training centres, health centres and specialist clinics, as well as basic food and clothing for those who had no resources of their own.

Agency Finances

THE financial situation of the Agency took a decided turn for the worse during the year. The gap between funding levels and needs generated by worsening socio-economic conditions widened considerably, particularly in Lebanon and the occupied territory. The Agency projected a deficit of \$28.5 million at the beginning of the year: \$17 million in the regular budget and \$11.5 million in the extraordinary measures for Lebanon and the occupied territory (EMLOT) budget.

Despite efforts to expand the donor base, particularly among countries in the region, and to secure additional contributions from the Agency's



A newly completed shelter, Gaza Strip

traditional donors, only about \$6.5 million had been provided to UNRWA by the end of June 1993. Anticipating the shortfall, the Agency took austerity measures which had an immediate impact on the quality of its services, including increasing the number of students per class and imposing a ceiling on the number of families who could register in the special hardship programme.

Within UNRWA, whose mandate was extended by the General Assembly for a further three year period ending June 1996, the past year has seen further progress in consolidating policy changes introduced in the wake of the Persian Gulf war and the beginning of the peace talks. UNRWA gave more attention to evaluation activities to allow for a systematic examination of the efficiency and effectiveness of Agency programmes. The Agency took steps to make its management and administration at Headquarters in Vienna leaner and placed even more emphasis on Agency operations in the fields. UNRWA also made efforts to increase the purchase of supplies from local sources.

Co-operation for Change

THE Agency expanded its co-operation with both international and Palestinian non-governmental

organizations and operated joint projects with nine United Nations agencies. UNRWA's working relationship with the Government of Israel also improved. Solutions were found to several longstanding issues and there was better coordination on Agency construction projects.

Over the past 12 months, UNRWA has co-operated closely with the Palestinians, exchanging views on the Agency's role and possible contribution to any new situation which could emerge after an agreement is reached between the Israelis and the Palestinians. The Agency hopes to maintain its services and facilities at levels that would assist in the implementation of such an agreement. Unfortunately, the financial constraints which emerged in 1993 threaten to erode the progress made by UNRWA to maintain and improve services on behalf of Palestine refugees.

Ilter Türkmen
UNRWA Commissioner-General

Programme Developments



Trainees on a computer course at Siblin Vocational Training Centre, south Lebanon.

By June 1993, UNRWA served almost 2.8 million Palestine refugees. Despite financial constraints, a number of existing programmes were revised to respond to changing needs during the year. UNRWA also launched a range of new initiatives, expanded its work with local and international non-governmental organizations (NGOs) and developed its strategic co-operation with Palestinian institutions.

Education

EDUCATION continued to be UNRWA's largest single activity, consuming more than 45 per cent of UNRWA's regular and special expenditure in 1992. Nearly 393,000 elementary and preparatory pupils attended UNRWA's 641 schools, an increase of 18,350 pupils over the previous school year. Natural growth in the Palestine refugee community accounted for some of the increase, but pupil enrolment also grew because a tenth year was added to the basic education cycle in Jordan. About 4,500 students received trade, technical and vocational training. Over 1,000 education staff attended UNRWA in-service training programmes, an increase of over 15 per cent. University scholarships for outstanding students rose from 661 to 746.

Following consultations with the Government of Jordan and Palestinians, UNRWA decided to replace the two-year teacher training courses in Jordan and in the West Bank with four-year university degree-level courses in educational sciences. When launched, these faculties will provide pre-service teacher training to 225 students per year. The

faculties will also upgrade the qualifications of more than 6,000 teachers in Jordan, the West Bank and the Gaza Strip to first degree level.

Academic achievement in Lebanon and the occupied territory remained a major concern. In Lebanon, the results of the 1992 Brevet examination for preparatory pupils showed some improvement over 1991. However, in the occupied territory, student achievement declined as schools continued to suffer from military-ordered closures, curfews, and general strikes. In response to lost teaching time, UNRWA continued to extend the school day by one or two periods, extended the teaching year, distributed self-learning materials and offered special classes to pupils with learning difficulties. Because of 1993 budgetary constraints, funds for the future development and production of self-learning materials were frozen.

To meet the changing educational needs of the Palestine refugee community and to provide more technical support to the five fields, the Agency decided to re-organize its department of education by integrating all divisions into the UNRWA Institute of Education in Amman, Jordan. The office of the director of education moved from Vienna to the UNRWA Headquarters Branch in Amman effective 1 July 1993.



The beginning of the school day, Gaza town

Health

DEMAND for UNRWA medical services continued to outpace resources to finance the programme as refugees were squeezed by the rising cost of non-Agency medical care and worsening socio-economic conditions. Many refugees who had relied on the private sector were forced to turn to UNRWA more often for services.

Agency-wide, UNRWA's health clinics received nearly 6.1 million patient visits during the reporting period. Expenditure on health care consumed over 20 per cent of the Agency's regular and special funding in 1992. More than 3,000 professional and support staff, the majority of whom were locally-recruited Palestinians, provided health care services through a network of 119 health centres or points, mother and child health clinics, dental and specialist clinics and laboratories.

UNRWA's primary health care included both preventive and curative medical care, environmental health services, and supplementary nutritional assistance to pregnant and nursing women and children under the age of three. Primary health care was complemented by other services such as hospitalization.

A recent study conducted by the United Nations Children's Fund (UNICEF) in the occupied territory confirmed the effectiveness of the Agency's health care system. Despite high population density, economic hardship and poor environmental health conditions, infant and child mortality rates in the Gaza Strip refugee camps - where most of UNRWA's clinics are located - were significantly lower than those among the general population of the West Bank.

The Agency introduced or expanded a number of health care services during the year. Family planning services were integrated, bringing together health education, counselling and provision of birth spacing techniques, within the maternal and child health care programme. New efforts were made to control a range of non-communicable diseases. UNRWA also proceeded with the development of its mental health programmes in the West Bank and the Gaza Strip with special emphasis on post-traumatic stress disorders among children. The

Agency strengthened its co-operation with local non-governmental organizations and continued to provide in-service and post-graduate training at universities outside the region for UNRWA medical staff.



Eye test at specialized clinic in Amman New Camp, Jordan

Relief and social services



Centre for the disabled, Bagha'a camp, Jordan

RELIEF and social services absorbed more than 13 per cent of total Agency regular and special expenditure during 1992. The programme has two primary objectives: to provide direct relief to refugees unable to meet their basic needs for food and shelter, and to promote self-reliance among them and other disadvantaged Palestine refugees through developmental social welfare strategies.

Demand for both approaches grew more quickly than the Agency's financial capacity to meet the needs. The drastic curtailment in Palestinian economic activity in the occupied territory and continued difficulties in obtaining work permits in Lebanon further reduced self-reliance and hampered the developmental initiatives of local communities supported by UNRWA. Deteriorating socio-economic conditions, especially in the Gaza Strip, led to increased insistence by refugees that UNRWA provide sustained direct relief for larger numbers. By June 1993, some 6.5 per cent of the refugee population Agency-wide qualified for special assistance.

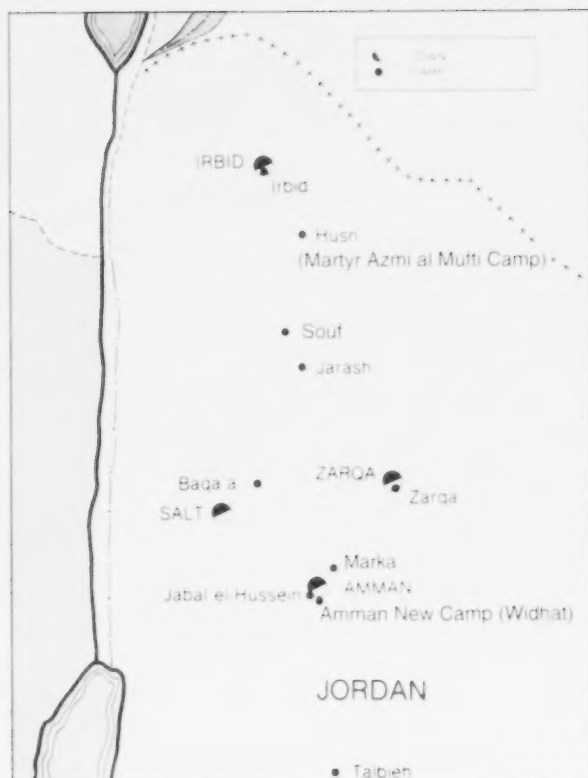
The number of Palestine refugees registered with UNRWA increased over the year by 5.6 per cent, from 2.65 million to nearly 2.8 million. Natural increase offered only a partial explanation. In late 1992, UNRWA introduced a re-designed registration card. This administrative measure did not alter refugee entitlement to services in any way. It aimed to facilitate access and to reduce the administrative resources required to establish individual eligibility. Many refugees, realizing that their family records were

not current, requested that their files be updated.

To meet the challenge of dealing with rising needs with diminishing resources, the Agency carried out a review of its special hardship programme. The findings enabled UNRWA to reshape the programme to make more efficient use of limited resources and to better meet specific needs identified by refugee families receiving assistance. Budgetary constraints forced the Agency to freeze the number of refugee families receiving special hardship assistance, including urgently needed shelter rehabilitation, at the 1992 spending levels.

In developmental social services, the Agency made a major effort to build up the refugee community's ability to provide its own social services, with technical support and complementary funding from UNRWA. By mid-1993, five of the 71 women's programme centres were managed by committees of Palestine refugee women themselves. Locally-run community rehabilitation projects for disabled refugees increased from 14 to 18. Home-based intervention and vocational rehabilitation were expanded. Community representatives in these programmes were trained in project management and technical skills.

The number of self-support projects for the poorest refugees, assisted by grants and, increasingly, loans, rose to 672 during the year. Projects implemented under the Palestinian Women's Initiative Fund, established in early 1992 to support enterprises run by women, increased to ten.



Jordan



Petra

Education

UNRWA's 201 schools in Jordan provided education to over 152,000 pupils, an increase of more than 12,000 pupils over the previous year. Almost 11,000 of these additional pupils were in the tenth grade which was introduced into the education system at the beginning of the 1992/93 school year as part of an education reform policy adopted by the host Government. To cope with the increased school population, UNRWA employed more than 450 additional teachers and constructed over 60 new classrooms. In addition, the Agency built three new schools to replace

dilapidated prefabricated premises. Five other schools were also under construction.

The Amman and Wadi Seer Training Centres offered vocational and technical training to over 1,400 students. Compared to the national average, an exceptionally high percentage of students at both centres passed the examination organized for all community colleges in Jordan. New courses in banking and financial management were introduced. To meet accreditation requirements for courses in the building trades, UNRWA installed special equipment and was preparing a handicrafts unit, a sanitary systems laboratory and a statics and materials testing laboratory.



Preparatory school,
Amman New Camp



Mother and child at an UNRWA health centre

Health

OVER one million registered refugees in Jordan benefited from UNRWA's health services. The increase in demand created by the influx of over 300,000 Palestinians into Jordan as a result of the Gulf crisis continued to be felt. The number of medical, dental and other consultations exceeded 1.5 million, a 10 per cent increase over 1991.

UNRWA constructed one new health facility and expanded several existing ones. Access to services was improved and overcrowding at camp health centres was reduced by providing the full range of general clinic services to children and women of child-bearing age from existing mother and child care centres.

The hospitalization cost reimbursement scheme was revised to ensure better control over expenditure, which continued to escalate due to the rising cost of care and high demand on UNRWA for hospital services. In co-ordination with UNICEF, UNRWA conducted nine workshops to train 130 medical and nursing staff in planned parenthood education and family planning.

Relief and social services

RELATIVE economic stability in Jordan helped to maintain the special hardship population at 2.9 per cent of the total registered refugees - the lowest percentage Agency-wide.

UNRWA contributed to small enterprise development and job creation through several initiatives, including the Palestinian Women's Initiative Fund and low-interest loans to the private sector. About 200 women completed a course on how to establish small businesses. Nearly 150 active self-support projects were operating in Jordan. Over 130 families had become independent of special hardship assistance through the self-support programme. About 5,300 women from refugee camps and surrounding areas participated in the 20 women's programme centres. Skills training and

production to promote income conservation and generation were the most common activities. Four new facilities were opened during the year. In Amman New Camp, a legal literacy course resulted in the formation of a para-legal community support group for women and their families in need of informal access to legal information and advice.

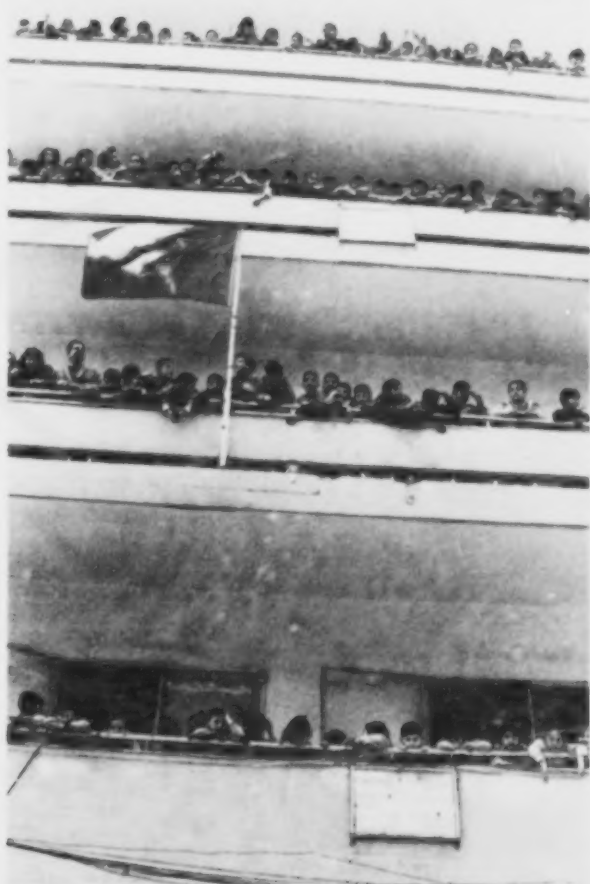
The community-based rehabilitation programme for disabled youth expanded during the year. Several local committees achieved official recognition and financial management was transferred from UNRWA to the committees. Co-operation between community rehabilitation centres and local non-governmental organizations was also strengthened.



Lebanon



Port of Tyre



Burj el Barajneh rented school, Beirut

Education

AS a result of the improvement in the political and security situation in Lebanon, the 33,172 pupils attending 76 elementary and preparatory Agency schools enjoyed an almost normal school year. The Brevet examination for fourth-year preparatory grade pupils conducted in July 1992 showed that student achievement had improved significantly after the Agency took remedial measures following the 1991 exam.

The Sibilin Training Centre offered vocational and technical courses to nearly 650 students during the 1992/93 academic year. Two new courses, in auto-electronics and hair-dressing, were introduced in September 1992, raising the total number of courses offered to 19.

UNRWA will begin construction on two new schools in the coming year. Others will be built when suitable sites are agreed. Two schools were opened in rented premises and two new learning resource centres were also built.

Health

UNRWA remained the main health care provider for the approximately 330,000 Palestine refugees in Lebanon. Sub-standard living conditions in the camps contributed to poor health among refugees. An UNRWA study of Wavell refugee camp in the Beqa'a valley revealed that nearly 90 per cent of overcrowded shelters housed people with chronic respiratory problems.

The Agency completed work on three new health centres and other centres were upgraded. In addition, three new dental clinics and three clinical laboratories were completed. As part of UNRWA's strategy to integrate family planning into mother and child health services, a comprehensive training programme was conducted in co-ordination with the Lebanese Family Planning Association.

Rising costs forced UNRWA to reduce the number of beds reserved for refugee patients at contracted private hospitals in Lebanon. The

problem was compounded by the fact that most Palestinians were unable to pay for the high cost of hospitalization on their own because of high unemployment rates and widespread socio-economic hardship.

Relief and social services

THE socio-economic situation of Palestinians in Lebanon was one of the most difficult in UNRWA's area of operations. Almost 12 per cent of the registered refugee population are receiving special hardship assistance. The Agency identified some 6,000 families displaced during the 16 years of conflict, many of whom are living in tin and plastic shacks or squatting in appalling conditions.

Encouraged by the relative stability in the country, many Palestinians actively worked to rebuild their lives. The Lebanon field continued to lead the Agency's programme of self-support projects for the poorest, with 170 active enterprises at the end of June 1993. Over 130 families were successful enough to become independent of special hardship assistance. By the end of June 1993, nine out of the 10 women's programme centres had production units running alongside business management courses. To compensate for loss of schooling over 16 years, some 80 women participated in literacy courses.

The community-based rehabilitation programme for disabled refugees at Nahr el-Bared launched a home support programme for disabled children and their families. A skills-training centre for disabled young men was opened at El-Buss camp. Efforts to integrate partially disabled children into mainstream schools continued. In the refugee camps, teams comprising a social worker, a nurse and a teacher-counsellor began working with disabled persons and their families.



Health hazard - open sewer,
edge of Ein el-Hilweh camp, south Lebanon



Syrian Arab Republic

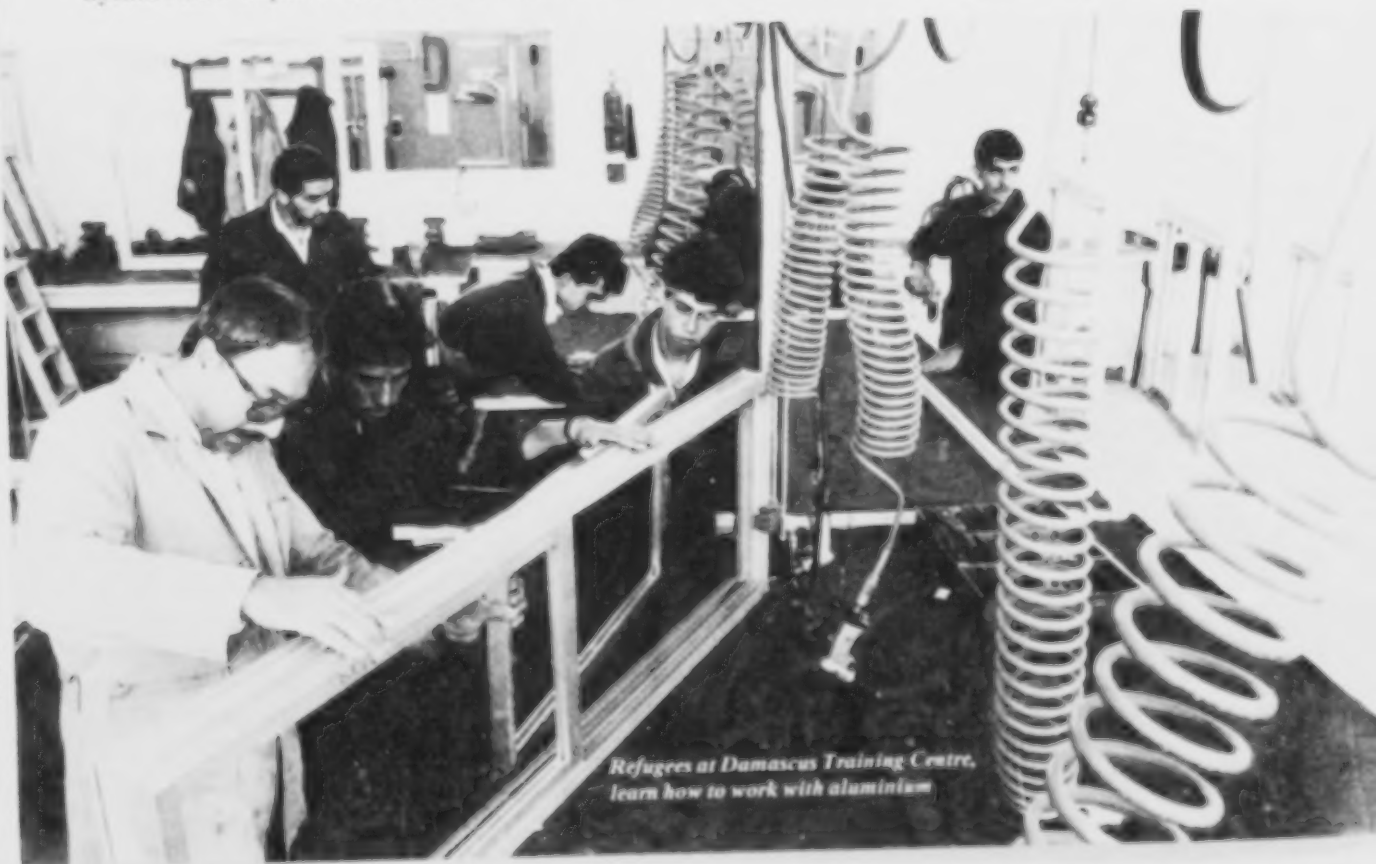


Al-Fakkar Al-Sulaymaniyah, Damascus

Education

ENROLMENT in UNRWA's 111 schools in the Syrian Arab Republic rose to over 60,000 in the

1992/93 school year. Unfortunately, Agency school facilities in Syria remained severely overcrowded with more than 97 per cent of elementary classes and over 90 per cent of preparatory classes operating on double shifts.



Refugees at Damascus Training Centre, learn how to work with aluminium

The Agency did not have the financial resources to carry out planned construction to alleviate overcrowding and replace rented premises. Nevertheless, some progress was made. Two new schools were built to replace dilapidated rented premises and two specialized rooms and 26 classrooms were constructed to avoid triple shifting.

Pupils from UNRWA schools achieved a success rate of 87 per cent in the general preparatory examination held in mid-1992, compared to a national average of 48 per cent. UNRWA awarded 156 university scholarships to outstanding students for study at universities in Syria.

The Damascus Training Centre provided vocational and technical training to over 850 students. The Centre, established in 1961, is in poor condition and much of its equipment needs replacement. Demand for vocational education in Syria remains high, exceeding the existing capacity of the centre.

Health

APPROXIMATELY 315,000 Palestine refugees living in Syria benefited from Agency health care services. A new health centre in Douma was completed, the Dera'a health centre was remodelled and the Qabr Essit health centre was expanded and upgraded. Four new dental clinics and six additional clinical laboratories were also opened.

The Ministry of Health, the World Health Organisation (WHO), UNICEF and UNRWA joined efforts to prepare a national work plan for health education in the Syrian Arab Republic. The Ministry of Health continued to assist in staff training and provision of supplies used in the Agency's family planning programme.

The cost to UNRWA of in-patient medical care at contracted private and NGO hospitals, which was based on official government rates, increased because of new

charges issued by the Ministry of Health. To keep expenditure within budget limitations, patient referrals to hospitals were limited to emergency conditions requiring surgery.

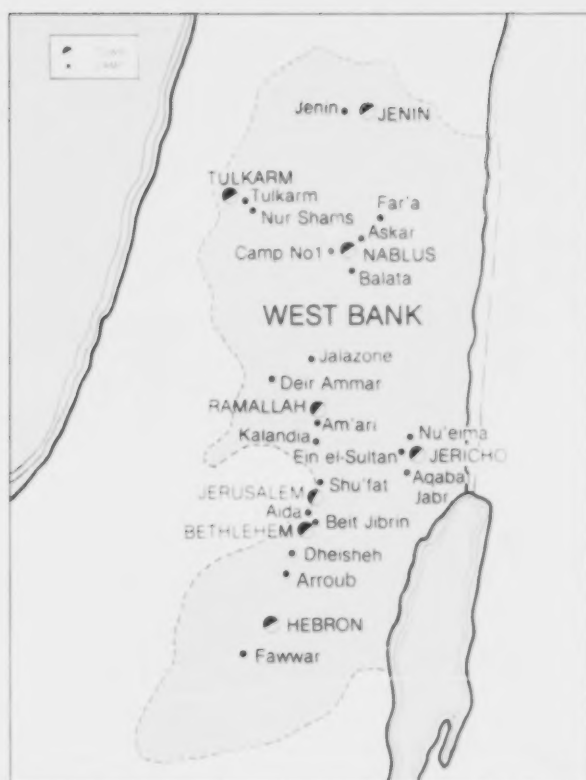
Relief and social services

ALMOST seven per cent of Palestine refugees in Syria, nearly 22,000, needed special hardship assistance over the past year. By the end of June 1993, over 75 self-support projects were active and almost 30 had developed sufficiently for their owners to come off the ration register.

Income-generation activities based in women's programme centres also expanded during the year. Five independent production units and co-operatives run by women in Dera'a, Neirab and Qabr Essit were supported by UNRWA through training in production, quality control, costing and marketing.

Pre-school facilities, demanded by women attending courses and by others working outside the home, were set up at four of the 12 women's centres. The pre-schools are run by volunteers who have been trained in early learning activities, constructive play and the management of early childhood development.

The community-based rehabilitation programme for disabled children concentrated on building up programmes established in 1991. Parents and volunteer rehabilitation workers received training in the care of disabled children. Volunteers also conducted awareness campaigns in the camps on themes including prevention of childhood disability and disabling accidents. The Agency conducted a summer camp and a sports festival for disabled youths. Braille reading material was distributed to sight-impaired persons each month.



W Occupied Territory West Bank



Nablus

Education

IN the West Bank, over 42,000 pupils in 100 Agency schools continued to face periodic disruptions, though less frequently than in previous years. By the end of June 1993, almost 15 per cent of school days had been lost because of general strikes, military-ordered closures and curfews. Throughout the occupied territory, UNRWA continued to develop and distribute self-learning materials and work-sheets for pupils, especially those in the most affected regions.

Some schools which were built 30 to 40 years ago have deteriorated to the extent that they require immediate replacement for safety reasons. However, the Agency only had funds to build 19 classrooms and three specialized rooms during the year.

The three Agency training centres in the West Bank provided training for nearly 1,200 vocational and technical trainees. New courses in ceramic production, social work, marketing and financial management were introduced at the two Ramallah training centres.

Health

UNRWA delivered primary health care services to some 480,000 Palestine refugees in the West Bank. Six physiotherapy clinics, operated jointly with UNICEF, primarily treated disabilities arising from injuries. Five health centres were renovated or upgraded and several new facilities were under construction, including a new centre in Doura.

Budgetary constraints forced the Agency to set ceilings for the reimbursement of costs for life-saving tertiary treatment at hospitals in Israel and reduced the number of contracted beds at some NGO hospitals in the occupied territory. UNRWA also took steps to improve the administration and operational efficiency of its 36-bed hospital in Qalqilya.

UNRWA prepared a detailed plan to launch its programme which integrates maternal health and family planning in the West Bank and the Gaza Strip. Project personnel were recruited, supplies were ordered and medical and nursing staff were trained in co-ordination with the Jordan Family Planning and Protection

Association, Jerusalem, supported by its parent organization, the International Planned Parenthood Federation.

Two WHO consultants were recruited to assist Palestinians in the development of a national health insurance plan for the West Bank and the Gaza Strip. The consultants worked

closely with a team of experts from the Planning and Research Centre in Jerusalem. Their final report would represent a major contribution towards providing guidance on the operation and cost of a Palestinian health care system in the West Bank and the Gaza Strip.

Relief and social services

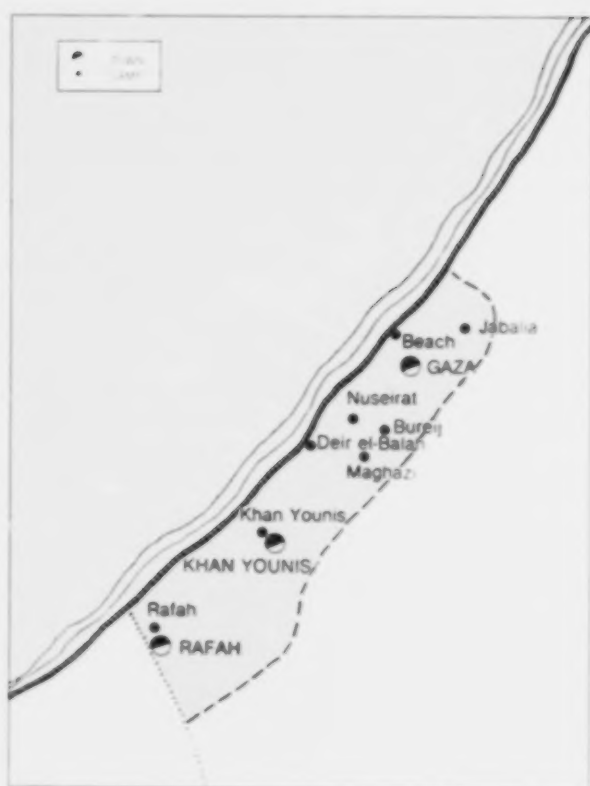
THE number of refugees enrolled in the special hardship programme in the West Bank remained relatively stable at just over 32,000, or 6.7 per cent of the population. The difficult socio-economic climate in both the West Bank and Gaza Strip slowed efforts to develop small enterprise initiatives and employment opportunities among more vulnerable groups. Courses at the 14 women's programme centres included a series of legal literacy workshops in Jenin which prompted requests for similar sessions in other areas.

Six community rehabilitation centres, including four new centres, served as focal points for outreach projects for disabled children and youth. People at the centres worked hard to integrate disabled children into mainstream schools. Agency staff played an active role in supporting the Central National Committee for the Rehabilitation of the Disabled, including liaison with other partners such as the International Labour Organisation (ILO).

UNRWA and UNESCO co-sponsored a workshop in December 1992 to examine ways to enhance access to primary and basic education for disadvantaged Palestinian children in the occupied territory using community-based approaches. A team of Palestinian professionals is now developing specific proposals for action. To address the problem of substance abuse among young people, the Agency co-sponsored a workshop on the prevention of drug addiction with a local non-governmental organization in July 1992.



Special hardship family, Aqabat Jabr, Jericho, waiting for their shelter to be reconstructed



Occupied Territory Gaza Strip



Deir el-Balah

Education

UNRWA's 153 elementary and preparatory schools in the Gaza Strip served almost 105,000 pupils during the year. Over 16 per cent of school days were lost as a result of military-ordered closures, curfews, general strikes and other factors during the school year.

Agency schools in the Gaza Strip suffered from increased overcrowding. Many schools, especially those built in the 1950s and 1960s, have deteriorated to the extent that some need immediate replacement. To cope with the annual increase in enrolment, a new school in Rafah and 15 additional classrooms, including four handicraft units, were built. Two schools, 16 classrooms and one specialized room are under construction.

During 1992/93, the Gaza Training Centre offered vocational and semi-professional courses for over 700 students. For the first time, UNRWA introduced short-term vocational training courses of either 20 or 40 weeks duration in specialties such as brick and block laying and plastering.

UNRWA's in-service teacher training programme in Gaza allowed over 200 teachers to upgrade their qualifications, update teaching methodologies and develop skills in administration.

Health

UNRWA delivered primary health care services to over 600,000 Palestine refugees in the Gaza Strip during the year. The Agency's six maternity units delivered approximately one third of all refugee babies in Gaza. Construction was completed on several health care facilities and four others were renovated or upgraded.

The burden on medical staff in Gaza was extremely high, with an average patient load per doctor per day of 100, rising to 200 in several clinics. In order to reduce overcrowding, UNRWA expanded its afternoon clinics to provide a full range of preventive and curative medical services. Coupled with an appointment

system and improved management of health centres, these measures reduced workload and improved the quality of care.

Following the signing of an agreement between the Commission of the European Communities and UNRWA for the funding of the construction of a 232-bed general hospital in Gaza, initial bids exceeded the original cost estimates. Negotiations then took place with the bidders and on the basis of certain design

changes and more realistic pricing, the Agency expected to sign a construction contract later in 1993 with construction beginning near the end of the year or in early 1994. The Agency agreed to assume responsibility for running the Baptist School of Nursing in the Gaza Strip to meet future needs for graduate and practical nurses and took steps to maintain and upgrade the school's two-year basic midwifery course, run in co-ordination with an international NGO.



Mothers and children queue at an UNRWA outpatient clinic in Gaza town

Relief and social services

REPEATED closures pushed large numbers of Palestinians either into unemployment or into attempts to generate income by operating very basic business enterprises such as street vending or informal trading simply to survive economically. The Agency was hit by demand for substantial increases in emergency relief both for refugees and for other needy Palestinians. In addition to its regular food distribution, the Agency made a large-scale food distribution in December 1992 and began another one in May 1993. UNRWA also assisted an additional 6,000 families in distress through an emergency programme offering food assistance and/or cash grants.

Over the year, the registered refugee population increased by 7.7 per cent to over 600,000 persons. The increase was attributable both to natural population growth and also to the reporting of new births to ensure that family records were up-to-date. The number of hardship cases rose to over 57,000, or 9.5 per cent of the population.

Community-based rehabilitation for disabled people continued to expand, supported by the willingness of both Palestinian and external donors to help finance projects. Community rehabilitation centres in Jabalia and Rafah worked to find local employment for disabled adults. The Agency's Gaza Training Centre for the Blind took steps to integrate partially-sighted children into UNRWA's regular schools. Between July and August 1992, 15 different summer camps were held for nearly 1,650 boys and girls, both able-bodied and disabled.

Two projects were established under the Palestinian Women's Initiative Fund, a community-run library and training in essential household maintenance. A number of youth activities centres, which had been closed for several years after the outbreak of the intifadah and Israeli counter-measures, were re-opened during the past year. Local youths refurbished the facilities, assisted by Agency grants for materials and maintenance.

Emergency Operations

Extraordinary measures for Lebanon and the occupied territory (EMLOT)

FOR several years, UNRWA has operated an emergency-related fund to finance urgently needed activity in Lebanon and in the occupied territory of the West Bank and Gaza Strip. The programme - extraordinary measures for Lebanon and the occupied territory (EMLOT) - includes action in emergency relief, food distribution, medical and educational services as well as general assistance for Palestinians most in need.

Curfews, closures and plummeting local incomes meant that the demand for emergency food aid greatly exceeded the US \$7.7 million budgeted in 1992 for the West Bank and Gaza Strip. Following extended curfews in several areas as well as the closure of the Gaza Strip in December 1992, UNRWA distributed food to nearly 80,000 families. In May 1993, following the closure of both the West Bank and the Gaza Strip in late March 1993, UNRWA began distributing available stocks and issued an urgent appeal for special donations of flour, rice and sugar for distribution to 120,000 families in the Gaza Strip and 39,000 families in the West Bank.

The Agency provided over one million US dollars in cash as well as tents and blankets to assist needy families in the occupied territory on an emergency basis. Families received assistance for a variety of reasons, including the detention or deportation of family breadwinners; death or injury as a result of confrontations; and destruction or damage to shelters as a result of searches and military-ordered demolition.

In health, extraordinary measures introduced originally in 1988 to cope with the increased need for emergency medical care had to continue, including the operation of afternoon clinics in the West Bank and afternoon and night clinics in the Gaza Strip, with over 180 staff, including 37 doctors.



Displaced refugees live in the ruins of a rented UNRWA school in Mich Mich camp, Lebanon

EMLOT education expenditure involved the production of self-learning materials and the construction or rebuilding of boundary walls and wire mesh fences surrounding school premises required by the Israeli security forces. General protection for the refugee community in the West Bank and Gaza Strip continued through the refugee affairs officer and legal assistance programmes.

UNRWA's emergency operations in Lebanon continued to assist Palestinians most affected by deteriorating socio-economic conditions. Support included food assistance, small cash grants, home supplies and cash subsidies for hospital expenses. In the initial period after the deportation of over 400 Palestinians from the occupied territory to south Lebanon in mid-December 1992, the Agency provided medical care and relief assistance to the deportees.

In the five years ending December 1992, expenditure on the EMLOT programme totalled more than US \$139 million. During 1992, nearly \$1.7 million, including the value of in-kind donations, was spent under this programme in Lebanon, \$6.2 million was disbursed in the West Bank and \$7 million in the Gaza Strip.

Expanded programme of assistance (EPA)



Construction site for new UNRWA school in Baqa'a camp, Jordan

In response to deteriorating socio-economic conditions and increased unemployment, UNRWA introduced an expanded programme of assistance (EPA) in 1988 in the occupied territory of the West Bank and the Gaza Strip. The objectives of the programme are to bring about long term improvements in the living conditions in refugee camps and to upgrade Agency facilities, many of which are badly in need of major repair or replacement. Approximately US \$54 million was received or pledged by mid-1993, against a target figure of \$65 million.

Within its three main programmes in education, health, and relief and social services, UNRWA completed 33 projects to improve its installations over the past year. In addition, seven schools and 33 classrooms and specialized rooms such as libraries, science laboratories and multi-purpose rooms at various schools are undergoing construction or being upgraded. The Kalandia Training Centre, one of UNRWA's oldest training centres, received a special contribution of US \$2 million to upgrade its facilities, update its workshops and equipment and introduce a new course in diesel and agricultural machinery mechanics in 1995/96.

Approximately \$10.7 million was allocated to address poor environmental conditions in the refugee camps through sewerage schemes, water supply projects and improved refuse disposal systems. Eight health centres, four maternity clinics, one mother and child health sub-centre and four women's programme centres were under construction at the end of June 1993. Approximately \$3.6 million was allocated for housing improvement in refugee camps in the occupied territory and Jordan.

At the end of June 1993, 142 projects amounting to \$46.1 million were under implementation and 45 projects with a value of \$27.7 million were under negotiation with potential donors.

Special Initiatives

Shelter Rehabilitation

MANY refugee shelters in the camps were built as temporary structures in the 1950s and 1960s. Despite increased numbers of refugees living in the camps, UNRWA has been unable to renew or expand existing housing stock, largely due to budgetary constraints. As a result, the housing stock in refugee camps has deteriorated over the years. The Agency rehabilitated over 630 substandard shelters during the year. Emergency repairs were completed to about 1,150 shelters. Refugees were encouraged to participate in

shelter repair by providing their own labour, materials, or assistance from relatives and friends. UNRWA contributed mostly cash grants, construction material and technical guidance.

The Agency estimates that about 5,000 shelters of families receiving special hardship assistance in the occupied territory urgently need major repair or reconstruction. This represents about one quarter of families receiving special hardship assistance. In the West Bank, nearly 80 families whose homes had been damaged during confrontations or as a by-product of the demolition of neighbouring shelters by the authorities were assisted with reconstruction or repairs. Sixty-one of those families undertook the work themselves under a self-help project, with UNRWA providing materials and technical advice.

Family in front of their storm-damaged shelter, Jericho, West Bank



Income Generation

IN the aftermath of the Gulf war and in an effort to assist the local Palestinian economy create sustainable jobs and encourage self-reliance, UNRWA set up a revolving loan fund in 1991, initially in the Gaza Strip, followed by the West Bank and to a lesser extent Jordan and Lebanon. A key objective of the income generation programme is to help stimulate employment by providing finance capital in the form of loans for the establishment or expansion of Palestinian enterprises in the occupied territory. The Agency also co-operated with local universities and NGOs in providing business training to entrepreneurs.

By the end of June 1993,

about US \$3.8 million had been disbursed in over 180 loans to small and medium-sized businesses run by Palestinians. Donors have contributed or pledged US \$4.2 million specifically for the Agency's revolving loan fund.

Enterprises supported by the programme covered a range of economic sectors. In agriculture, for example, UNRWA loans supported a new plant nursery and the expansion of an agricultural equipment factory which manufactured bladed ploughs and other tools. Commercial projects included pharmacies and film developing laboratories, while in the food sector, loans were approved to manufacturers of biscuits, pasta

and sweets. Projects in industrial services included workshops for rebuilding clutches as well as reconstructing brake shoes and drums. In small industry, UNRWA supported manufacturers of industrial moulds and automobile spare parts.



A refugee in the wafer factory he set up in Gaza using an UNRWA loan

Environmental Sanitation

POOR environmental health conditions in refugee camps in the occupied territory and Lebanon represent one of the most serious health risks to refugees living in the camps.

To respond to the special needs in the Gaza Strip, UNRWA established a new department of environmental affairs in Gaza and international consultants carried out a detailed study to identify strategic options for improvement in water supply, sewerage, drainage and related works in the eight camps and adjacent municipalities. The European Community agreed to fund detailed feasibility studies to improve sewerage and drainage in the refugee camps and adjacent municipalities. The Agency also assisted a technical team to conduct a pre-feasibility study for the improvement of solid waste management.

In the West Bank, UNRWA continued the construction of internal sewerage schemes in eight refugee camps which will be connected to adjacent municipal systems. During the year, UNRWA made significant progress towards completing the pre-planning phase to develop sanitation and water-related infrastructure in the West Bank and Gaza Strip. Implementation will require substantial funding, institutional development and extensive efforts to co-ordinate action with all parties concerned.

In Lebanon, environmental health conditions are critical in the sites where



Burjel Barajneh camp, Lebanon

displaced Palestine refugees are squatting. Inside the refugee camps, conditions are also poor, largely as a result of the damage caused to the environmental health infrastructure during years of conflict. The Agency continued its attempts to raise some \$12 million to implement its provisional 1991 master plan to improve the water supply, and sewerage and solid waste management in the camps in Lebanon. UNRWA re-programmed limited funds to cover the cost of measures designed to deal with the most urgent environmental health problems.

Legal Matters

Agency services and premises

UNRWA recorded a total of 200 Palestinians killed and nearly 5,200 injured in clashes with the Israeli security forces during the year, including a substantial number of women and children. Rising violence was of particular concern towards the end of the year in the Gaza Strip where 29 fatalities were recorded in May 1993.

Agency staff, in particular refugee affairs officers and legal officers, continued their efforts to provide for the safety and security of the Palestinian population in the occupied territory and to safeguard their legal and human rights by providing a level of protection and humanitarian assistance. Approaches to the local military authorities by Agency staff present in potentially violent situations were at times successful in helping to defuse tensions. Refugee affairs officers assisted in the evacuation of the wounded and facilitated the provision of medical services, often in tense and difficult circumstances.

UNRWA also continued to provide legal advice to refugees in the occupied territory seeking redress through available legal mechanisms.

During the past year, around 150 dwellings in the West Bank and Gaza Strip were partially or completely sealed or destroyed by the Israeli authorities for punitive reasons. A new feature was the firing of rockets and use of explosive charges against Palestinian homes during search operations which the authorities stated were for the purpose of apprehending wanted persons. Approximately 1,300 persons who had been living in over 130 houses, lost their homes and most of their personal possessions during these raids. The Agency protested against these acts as well as against incidents of sniper fire from observation posts which in several instances resulted in death and injury of adults and children where there appeared to be no immediate danger to the soldiers involved.

During the year, there were 263 incursions into UNRWA installations by the Israeli security forces in the occupied territory. Interference by the Israeli security forces with UNRWA ambulance and medical services became more frequent. The Agency recorded 72 incidents during which ambulances were stopped, searched and on occasion shot at. Ambulance drivers and accompanying medical personnel were at times beaten and had their identity documents confiscated.

Agency staff

TWO UNRWA staff members were killed by members of the Israeli security forces in the Gaza

Strip during the past year, including a nurse who was shot in the back of the head while assisting a wounded youth in Rafah and an UNRWA teacher who was shot and killed while standing outside a wakehouse in Rafah.

Sixty four staff members in the occupied territory were arrested and held in detention without trial during the year. Thirty eight were arrested and released without charge or trial, three were charged, tried and sentenced, and 26 remained in detention at the end of June 1993. Sixteen UNRWA staff were among more than 400 Palestinians deported to Lebanon in December 1992. Three staff members, one of whom was subsequently released without charge or trial, were arrested and detained in the Syrian Arab Republic. In Lebanon, one staff member was arrested and detained, but was subsequently released without charge or trial. In spite of the Agency's frequent approaches to the authorities, UNRWA did not receive adequate and timely information on the reasons for the arrest and detention of its staff members.

The treatment of staff members in detention in the

occupied territory and Israel was a major cause of concern to the Agency. Both international and locally-recruited staff members continued to be subjected to various forms of mistreatment, including beatings, threats, insults, intimidation and temporary detention by the Israeli security forces.

Difficulties related to the movement of locally-recruited staff members in and out of the West Bank increased substantially. The Agency's efforts to obtain curfew permits for locally-recruited staff members in the Gaza Strip continued to be subjected to lengthy delays by the Israeli authorities.

At the end of March 1993, the Israeli authorities announced the closure of the West Bank and the Gaza Strip from Israel and East Jerusalem. The closure affected approximately 400 staff members who travelled regularly from their homes in the West Bank to the UNRWA Field Office in East Jerusalem. Practical measures were agreed with the Israeli authorities to reduce the impact of the closure on Agency operations. However, these measures only partly resolved the problems encountered by staff.



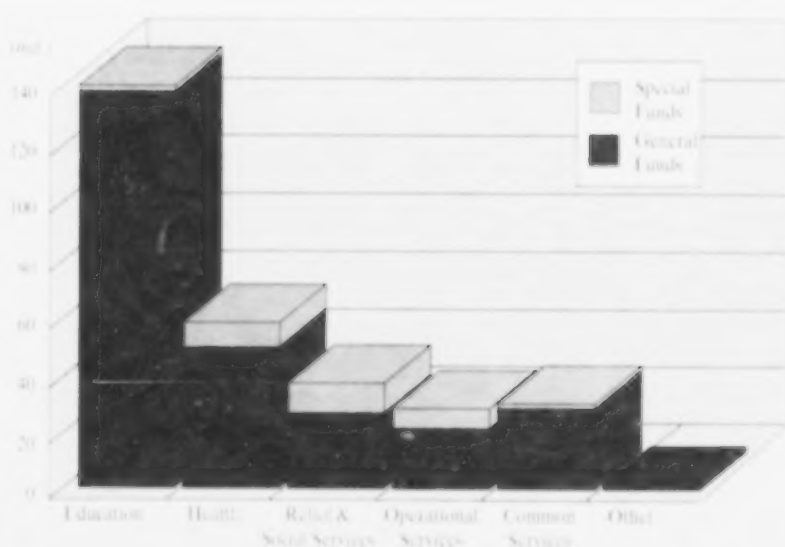
Curfew in Gaza

Financial Matters

Overall Financial Results

DESPITE rising demands for Agency services as a result of natural population increase and deteriorating socio-economic conditions, UNRWA's total income for all funds declined by over 13 per cent in 1992 to US \$ 295.8 million. Actual overall

UNRWA Expenditure
Year ended 31 December 1992
(US \$ 100.0 million)



Health centre, Baqa'a camp, Amman

expenditure in 1992 totalled US \$306.0 million, resulting in an overall deficit for the year of \$10.2 million. Of this total, the Agency spent US \$ 31.1 million on its emergency and special programmes.

Due to factors outside the Agency's control, including reduced donor aid budgets, competing demands from new emergencies in other parts of the world, inflation and demographic growth among Palestine refugees, the Agency projected a further deficit of US \$ 28.5 million for 1993 for the General Fund and EMLOT.

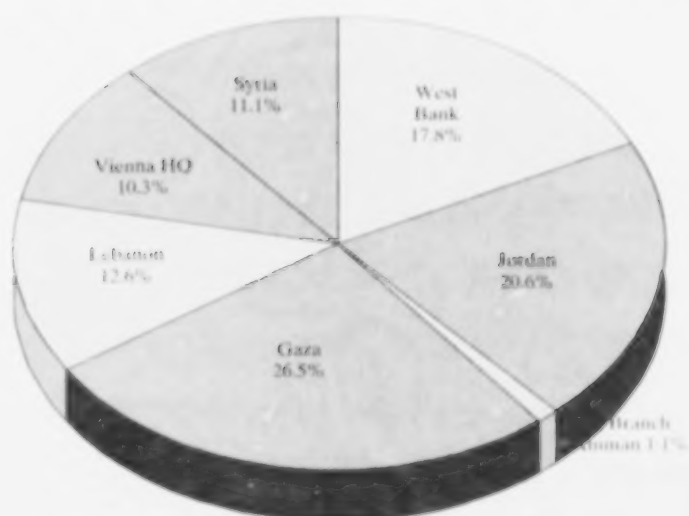
UNRWA's appeal to donors in February 1993 met with a positive response from some donors. However, the funds received led only to a minor improvement in the Agency's financial situation. With the level of contributions projected to decline in 1993, in combination with pressure on the Agency to increase its expenditure to cope with the natural growth in the number of its beneficiaries and worsening socio-economic conditions, this unsatisfactory financial situation will tend to deteriorate further. This funding shortfall is now causing a reduction in the services provided to Palestine refugees in a situation where socio-economic conditions continue to deteriorate.

The Agency is financed almost entirely by voluntary contributions. In 1992, over 90 per cent of the Agency's income came from governments and intergovernmental organizations. Only about 3.5 per cent of UNRWA's regular budget is funded by the United Nations.

Operational & Common Services

THE Agency provides a range of support services to enable UNRWA's programme departments to work effectively. Operational and common services include supply and transport, architectural and engineering services for construction and maintenance of UNRWA installations and a range of administrative services. Together, these support services account for about 20 per cent of the Agency's regular budget. Within this category, UNRWA's management and administrative spending accounted for less than 11 per cent of total expenditure.

Total Expenditure
by Field 1992
(US \$ 306.0 million)



Turning out in all weathers - UNRWA bus in a flooded street in Gaza town

**Contributions during 1992 in cash and in-kind
by Governments and by the European Community
(in U.S. Dollars)**

Contributor	Regular Budget & Projects (a)	Emergencies (b)	Total(c)
Argentina	19,462	—	19,462
Australia	1,936,048	228,540	2,164,588
Austria	2,479,156	272,450	2,751,606
Bahrain	15,000	—	15,000
Belgium	896,108	2,850,000	3,746,108
Canada	9,229,169	415,958	9,645,127
China	60,533	594,126	654,659
Columbia	2,072	—	2,072
Cyprus	7,163	—	7,163
Denmark	9,933,404	165,194	10,098,598
Egypt	3,021	—	3,021
Finland	2,203,614	1,412,220	3,615,834
France	2,067,547	—	2,067,547
Germany	8,535,165	—	8,535,165
Greece	80,000	—	80,000
Holy See	20,000	—	20,000
Iceland	39,252	—	39,252
India	9,988	—	9,988
Indonesia	8,000	—	8,000
Iran, Islamic Republic of	120,000	—	120,000
Ireland	132,920	—	132,920
Israel	182,337	—	182,337
Italy	2,174,678	—	2,174,678
Japan	16,267,956	—	16,267,956
Lebanon	223	—	223
Malaysia	10,000	—	10,000
Maldives	1,000	—	1,000
Malta	1,332	—	1,332
Mexico	3,000	—	3,000
Monaco	5,185	—	5,185
Morocco	—	326,179	326,179
Myanmar	1,000	—	1,000
Namibia	500	—	500
Netherlands	7,289,476	—	7,289,476
New Zealand	107,910	—	107,910
Norway	10,484,422	—	10,484,422
Oman	25,000	—	25,000
Pakistan	13,847	—	13,847
Panama	500	—	500
Philippines	2,272	—	2,272
Republic of Korea	10,000	—	10,000
Saudi Arabia	2,400,000	—	2,400,000
Spain	2,606,614	—	2,606,614
Sweden	26,314,228	—	26,314,228

Switzerland	7,731,011	576,633	8,307,644
Syrian Arab Republic	25,286	—	25,286
Thailand	14,115	—	14,115
Trinidad and Tobago	2,107	—	2,107
Tunisia	13,187	—	13,187
Turkey	134,430	—	134,430
United Arab Emirates	500,000	—	500,000
United Kingdom of Great Britain & Northern Ireland	10,431,379	—	10,431,379
United States	68,168,000	832,000	69,000,000
Venezuela	10,000	—	10,000
Subtotal	\$ 192,728,617	\$ 7,673,300	\$ 200,401,917
European Community	<u>64,769,483</u>	<u>2,327,161</u>	<u>67,096,644</u>
GRAND TOTAL	\$ 257,498,100	\$ 10,000,461	\$ 267,498,561

(a) Actual receipts for regular budget and projects.

(b) Actual receipts for the emergency operations in Lebanon and the occupied territory and for the Persian Gulf crisis.

(c) Actual receipts, all funds.

UNRWA 1992/93

This document, which is for information only and not an official record, is an edited summary of the Report of the Commissioner-General of UNRWA to the United Nations General Assembly for the period 1 July 1992 - 30 June 1993.

Published by UNRWA Public Information Office.
Maps may not be considered as an authority on the delineation of international boundaries.



Published by UNRWA *United Nations Relief and Works Agency
for Palestine Refugees in the Near East.*

Headquarters: Vienna International Centre, P. O. Box 700, A-1400 Vienna, Austria

Telephone: (+43 1) 211 31, Telex: 135310 unra a, Fax (+43 1) 230 74 87

Public Information Office Tel.: (+43 1) 211 31 4530, Fax: (+43 1) 23 72 83

Contribution and donation queries: Chief, External Relations Tel.: (+43 1) 211 31 4410, Fax: 230 546